

Consumer Feedback Policy and Procedures

Policy: It is the policy of Oswego County Opportunities, Inc. (OCO, the Agency) to provide a variety of methods for consumers and the general public to communicate feedback about programs, services and employees. This includes complaints, compliments, concerns and questions. This document provides the framework for a consumer feedback policy and procedures. Any site- or program-specific policies and procedures, or government or funder requirements, must be followed in addition to this policy.

Purpose: Consumers have the right to file a complaint, express a compliment, and provide feedback about a service. This is a fundamental component of OCO's overall strategy to provide consumer-driven services. This policy helps the Agency evaluate and improve its service delivery and business practices as well as respond to evolving consumer attitudes and experiences.

Definitions:

Consumer: Past or present participant in an OCO service or program; or someone authorized to represent or advocate on behalf of the consumer, such as a parent, guardian, or advocate of a minor child or developmentally disabled adult.

Procedures:

Section I: Consumer and Agency Rights and Responsibilities

A. Consumers have the right to:

1. File a compliment or complaint about the Agency at any time, without retribution
2. Receive professional, respectful treatment at all times
3. Request and receive a written response to their complaint
4. Request and receive a copy of OCO's consumer feedback policy and procedures
5. Take their complaint to a higher level within the Agency if the matter has not been resolved to the best of OCO's ability or to the consumer's satisfaction
6. Take their complaint outside OCO to organizations that regulate the conduct of non-profit human service agencies

B. Consumers are expected to:

1. Make complaints in good faith
2. Report concerns in a timely manner, preferably as soon as they occur
3. Attempt to resolve their complaints at the lowest possible point or level of service
4. Respect the confidentiality of other consumers and OCO staff
5. State their complaint calmly and clearly, without using profanity, slurs, etc.

C. Oswego County Opportunities is expected to:

1. Inform consumers of their rights to file complaints and the procedures OCO will follow to resolve complaints
2. Have zero tolerance for retaliation or retribution against consumers who file complaints

3. Protect the confidentiality of OCO personnel or consumers named in a complaint investigation.
4. Cooperate fully with the authorities conducting any external investigations into OCO employees, board members, volunteers, or program operations.

Section II: Complaint Procedures

A. The following procedures apply to complaints received at all levels:

1. All complaints will be documented in writing on the OCO Feedback Form, located in H:\Common\Consumer Complaint Guidelines and Forms\ and on www.oco.org, by the employee who received the complaint, by the end of the employee's workday.
2. A verbal complaint should be addressed and resolved on the spot whenever possible, and then documented on the feedback form by an employee directly involved in the situation.
3. Consumers also can use the Agency Customer Satisfaction Survey, located on www.oco.org, to make a complaint. The surveys are reviewed and responsibility for followup is assigned to the appropriate program.
4. If the person making the complaint requests a follow-up response, this must be noted on the form. A response will be provided by the Department Director or designee within 30 days.
5. All complaints will be kept on file electronically by the Corporate Compliance Officer; departments also may keep copies as needed.
6. Anonymous Reporting: OCO will review and take action to resolve anonymous complaints, but the Agency will not be able to contact or respond to the complainant.

B. Level 1: Point of Service

1. Whenever possible, complaints should be dealt with at the point of service, by the program, service, or site where they occurred.
2. Employee and/or immediate supervisor act to resolve complaint.
3. Feedback form is filled out and sent to department head and Corporate Compliance Officer.

C. Level 2: Program

1. If complaint is not resolved, it moves to Level 2.
2. Employee and/or immediate supervisor emails the original feedback form to program manager or coordinator.
3. Program manager or coordinator reviews complaint and actions taken or recommendations from point of service.
4. Further action is taken if warranted, and documented on form.
5. If complaint is resolved, this is noted on form and sent to department head and Corporate Compliance Officer.

D. Level 3: Department

1. If complaint is not resolved, it moves to Level 3.
2. Program manager or coordinator emails completed feedback form to department director.
3. Department director reviews complaint and actions taken or recommendations from program level and point of service.

4. Further action is taken if warranted, and documented on form.
5. If complaint is resolved, this is noted on form and sent to department head and Corporate Compliance Officer

E. Level 4: Executive

1. If complaint is not resolved, it moves to Level 4.
2. Department directors will inform executive leadership of all complaints unresolved through Level 3.
3. Department directors will inform consumers who do not feel that their complaint has been resolved that they have the right to appeal to executive leadership at OCO by contacting:
 - a. Corporate Compliance Officer
 - b. Executive Director
 - c. Deputy executive Director
 - d. Director of Human Resources
4. Consumers also have the right to bring complaints to the Chairman of the OCO Board of Directors.
5. If any OCO executives or board members are the first persons to receive a consumer complaint, they will send it immediately to the department responsible for the program, service, or employee that the complaint pertains to, for review and resolution.

F. Level 5: Compliance Complaints

1. The Agency's Corporate Compliance Officer will review consumer complaints that are:
 - a. Reports of compliance violations such as fraud or misconduct
 - b. Accusations against the Board of Directors or executive leadership
 - c. Recurring and/or unresolved complaints involving employees, board members, or program operations
 - d. Attracting media attention

G. Level 6: Beyond OCO

1. Consumers may file complaints with state and federal agencies that provide oversight to the Agency
 - a. OCO will not impede or interfere with such complaints
 - b. OCO will not retaliate against complainants
 - c. OCO will cooperate fully with any investigations that arise as a result
2. Upon request, OCO will provide consumers with contact information for oversight agencies.

Section III: Compliment Procedures

- A. All compliments should be captured in writing whenever possible, using the OCO Feedback Form.
- B. Any employee may capture a verbal compliment from an OCO consumer.
 1. Ask for permission to write it down and share it with the appropriate employee, program or service.

2. If they would like to write it personally, offer them a pen and a copy of the form to fill out.
 3. Consumers also can use the Agency Customer Satisfaction Survey, located on www.oco.org, to share compliments. The surveys are reviewed and responsibility for followup is assigned to the appropriate program.
- C. Send the completed form within 48 hours to the appropriate recipient.
 - D. Each department's administrative assistant will keep a file of compliments received.

Section IV: Collection, Evaluation and Use of Data

- A. Complaint reports, compliment reports and survey data are collected by designees at the program level. Collection occurs at various times including: monthly, quarterly and annually depending on program activities and calendar years. Upon collection, surveys are reviewed and sent to the appropriate Agency leaders
- B. Programs review their specific data upon receipt and respond to customers or make adjustments as appropriate.
- C. Complaint reports, compliment reports and survey data are reviewed according to the schedules listed in A above, and the data is shared with agency leaders for determination as to what, if any, further action needs to take place.
- D. All data is reviewed and analyzed as part of the Agency needs assessment process, by Agency leaders and the Executive Director. The Executive Director is responsible for sharing the results with the Compliance and Evaluation Committee of the Agency's Board of Directors

Oswego County Opportunities Consumer Feedback Policy

Consumer & Agency Rights & Responsibilities

Consumer Rights

Consumers have the right to:

File a compliment or complaint about the Agency at any time, without retribution

Receive professional, respectful treatment at all times

Request and receive a written response

Request and receive a copy of OCO's consumer feedback policy and procedures

Take their complaint to a higher level within the Agency if the matter has not been resolved to the best of OCO's ability or to the consumer's satisfaction

Take their complaint outside OCO to organizations that regulate the conduct of non-profit human service agencies

Make complaints in good faith

Report concerns in a timely manner, preferably as soon as they occur

Attempt to resolve their complaints at the lowest possible point or level of service

Respect the confidentiality of other consumers and OCO staff

State their complaints calmly and clearly, without using profanity, slurs or other inappropriate language

Oswego County Opportunities is expected to:

- Inform consumers of their rights to file complaints and the procedures OCO will follow to resolve complaints
- Provide copies of this list of rights and responsibilities
- Have zero tolerance for retaliation or retribution against consumers who file complaints
- Protect the confidentiality of OCO personnel or consumers named in a complaint investigation.
- Cooperate fully with the authorities conducting any external investigations into OCO employees, board members, volunteers, or program operations.

Oswego County Opportunities Feedback Form

What kind of comment would you like to share?

Suggestion Praise Complaint Problem

This is about (check all that apply) ...

1. An OCO Employee (Name: _____; Work Site: _____)
2. An OCO Volunteer (Name: _____; Work Site: _____)
3. An OCO Board Member (Name: _____)
4. A Service Provided by OCO (Name of Service: _____)
5. An OCO Program (Name of Program: _____)
6. An OCO Building or Location (Address: _____)
7. Communicating with OCO
8. Employment Opportunities at OCO
9. Information About OCO
10. Possible Fraud, Misconduct, or Abuse by an OCO Employee or Volunteer
11. A Possible Corporate Compliance Violation
12. Something Else/Not Sure

Tell us more: _____

(Attach additional sheets if necessary)

Please tell us how to get in touch with you:

Name: _____

Phone 1: _____ Best time to call: _____

Phone 2: _____ Best time to call: _____

Email: _____ Fax: _____

Contact me ASAP regarding this matter

Note: If you checked #10 or #11 above, call OCO's Fraud and Abuse Hotline 800-359-1171. This hotline is for serious concerns. All reports are treated as confidential. You also may choose to remain anonymous.